

## Controlled Release Program

# EXACT'S CONTROLLED RELEASE PROGRAM

## BE THE FIRST TO UPDATE AND BENEFIT

The controlled release phase of the product development life cycle is an extremely important step for Exact and our customers. During this phase, enhancements are observed in real-life business practice, ensuring that the product update is a success. By taking part in a controlled release, you can be the first to benefit from new enhancements and related support, playing a key role in making excellent business software come to life.

## THE PRODUCT DEVELOPMENT PROCESS

Exact's product development process involves five main phases: verification, design, implementation, acceptance and launch. During the final "launch" stage, select customers have the opportunity to take part in the controlled release of new product updates.

## REQUEST FOR PARTICIPATION

If you would like to participate in our Controlled Release Program, you can fill out a request, which is sent to our Support Department. Our support team will then decide whether to go ahead with a controlled release at your company. Because we have several pre-conditions, participation is limited to customers who match the criteria for participation.

## PRE-CONDITIONS FOR PARTICIPATION

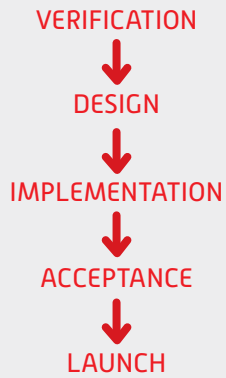
Taking part in a controlled release over several weeks may not be for everyone. In addition to the use of Exact software, the requirements include:

- > An infrastructure that permits testing in a real-life environment;
- > The creation of a database backup which is sent to Exact before the controlled release starts;
- > Provision of remote access to help identify and evaluate any issues;
- > A capacity to test documentation in detail;
- > The preparedness to share results and opinions in periodic evaluations.

## BY TAKING PART IN OUR CONTROLLED RELEASE PROGRAM, YOU CAN:

- 1 GAIN PRIVILEGED ACCESS TO PRE-RELEASE SOFTWARE.
- 2 BE THE FIRST TO BENEFIT FROM ENHANCEMENTS.
- 3 BECOME PART OF THE DEVELOPMENT PROCESS.
- 4 KNOW THAT ANY ISSUES WILL BE RESOLVED QUICKLY.
- 5 HAVE A SAY IN THE DEVELOPMENT OF A SPECIFIC PRODUCT UPDATE.

### THE PRODUCT DEVELOPMENT PROCESS



### BENEFITS DURING THE TEST PHASE

During the controlled release phase, you can enjoy several specific benefits. These include:

- > Contact with dedicated support during testing;
- > On-site visits by support at any time if required;
- > An opportunity to give early feedback on improved functionality;
- > A dedicated team for the fast resolution of any issues;
- > Support in the implementation of the release.

However, the controlled release team does not provide general consultancy. The support offered during the test phase applies to that particular update and its features.

### OVERALL BENEFITS OF THE CONTROLLED RELEASE PROGRAM

You can play a key role in this important extension of our rigorous Quality Assurance Program and benefit in a number of ways. While we monitor our product updates in real-life scenarios, you benefit from early access to enhancements, dedicated support, personal coaching on new functionalities and an opportunity to become part of the development process.

FOR MORE  
INFORMATION  
PLEASE SEE OUR  
WEBSITE  
[WWW.EXACT.COM](http://WWW.EXACT.COM)